

<b>Search Notes</b>	<b>Application/Control No.</b>	<b>Applicant(s)/Patent Under Reexamination</b>
	10828397	BURG, FREDERICK MURRAY
	<b>Examiner</b>	<b>Art Unit</b>
	SIMON SING	2614

### SEARCHED

<b>Class</b>	<b>Subclass</b>	<b>Date</b>	<b>Examiner</b>
709	206,207	10-9-09	LH
379	70,88.23,207.08	10-9-09	LH
379	202.01-205.01	03-03-2010	SS
379	202.01-205.01	09/01/2010	SS

### SEARCH NOTES

<b>Search Notes</b>	<b>Date</b>	<b>Examiner</b>
Updated East search: Keywords: Instant messaging; call/service/customer center; future callback; prior art from application: 10/410451 (see prior art)	10-9-09	LH
EAST	03-03-2010	SS
EAST	09/01/2010	SS

### INTERFERENCE SEARCH

<b>Class</b>	<b>Subclass</b>	<b>Date</b>	<b>Examiner</b>
379	202.01-205.01	09/01/2010	SS
455	466	09/01/2010	SS

/LISA HASHEM/  
Examiner.Art Unit 2614